

Competencies:

A competency is something you have used in performing a task, or in doing a job. A competency indicates that you are able to do something in an active sense, and you are doing it consistently well.

Competencies are transferable. They are one's personal knowledge, skills, abilities, characteristics or attitudes. They can be applied in various situations or organizations and are marketable commodities. Competencies can also include those acquired through specialized education, or self-development.

Accomplishment Statements:

When describing practical experience relating to how you demonstrated specific competencies and behaviours, an accomplishment statement is an effective way to describe the outcomes.

An accomplishment is something that you did that improved a situation, solved a problem or made a contribution, either in value or in substance.

Accomplishments demonstrate that you used your knowledge and skills to contribute to the organization as a whole. Accomplishments illustrate what you did with your assigned responsibilities and should consider the following questions:

1. What was the problem or issue?
2. What did you do in response to the problem or issue?
3. What skills did you use?
4. What was the benefit to the organization?

Accomplishment statements should begin with a past tense action verb, state what was accomplished for the business, followed by applied skills.

For example:

- ✓ Transformed a demoralized branch into a highly productive, vibrant, innovative and service oriented organization by acting as a 'change agent' through the involvement and empowering of my staff.
- ✓ Involved staff in setting and achieving Ministry goals by leading Ministry strategic planning sessions.
- ✓ Facilitated the realization of ministry goals by developing key pieces of legislation.
- ✓ Improved morale by leading a participative process for Business Plan preparation and by resolving several Human Resources issues for the staff.
- ✓ Achieved a paradigm shift in the Branch by changing the culture from being inward looking, highly technical, and narrowly focused to becoming an innovative, outgoing, integrated and provincial policy focused organization.
- ✓ Reduced a two-year backlog in licensing to less than 3 months by streamlining the business processes and taking calculated risks.